



Managed Risk Medical Insurance Board

1000 G Street, Suite 450

Sacramento, CA 95814

(916) 324-4695 FAX: (916) 327-6245

www.mrmib.ca.gov

JOB OPPORTUNITY BULLETIN

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Staff Services Manager I

Monthly Salary: \$5,079 - \$6,127

One Permanent/Full-Time Position

Location: Downtown Sacramento

Position Number: 443-300-4800-002

Refer to Job ID# J09-006

Final Filing Date: September 2, 2009

General Statement of Duties:

The Staff Services Manager I (Supervisory) position has overall responsibility in the development, implementation, monitoring and administration of the Managed Risk Medical Insurance Board's (MRMIB) Rural Health Demonstration Projects (RHDP), Subscriber Services and Appeals, California Children's Services (CCS), Provider Contract Terminations and preparing reports to the federal government and to the Legislature.

Direct the subscriber complaint and appeal resolution processes, transfer requests, third party liability cases, processing of misdirected claims, and other benefits related issues that may arise between health, dental and/or vision plans and subscribers of the Healthy Families Program (HFP), the Access for Infants and Mothers Program (AIM), and the Major Risk Medical Insurance Program (MRMIP). Ensure that all analysts are documenting all complaints and appeals in the Benefit's database. Request and review periodic workload status reports and conduct work load trend analysis and recommend program improvements to senior management as necessary. Create reports to track the number and type of issues being raised by program subscribers.

Oversee the monitoring of HFP plans' effectiveness in referring program subscribers to local CCS programs and in coordinating services. Supervise staff in monitoring the HFP participating plans' progress in getting Memorandums of Understanding between HFP plans and county CCS programs. Oversee the preparation of annual utilization reports. Facilitate meetings with the participating plans, and State and county CCS staff to discuss issues related to the effective coordination of referrals.

Manage the coordination of RHDP projects with HFP contracted health, dental and vision plans. Work with the contracts administrator to negotiate and finalize contracts with successful health, dental and vision plan awardees. Oversee the monitoring of quarterly project reports and project invoices. Prepare monthly invoice reports for management. Coordinate the financial tracking process with the Administration Division. Resolve sensitive and complex policy disputes involving RHDP. Coordinate communication among RHDP contractors to ensure effective program management. Conduct site visits as necessary. Serve as the Board's primary point of contact with plan contractors.

Manage the coordination and development of annual Federal and state legislative reports.

Prepare recommendations to senior management regarding modifications and improvements to database systems for tracking subscriber issues, program benefits, and program contract provisions.

Make presentations to the Board and the general public as needed

SPECIAL REQUIREMENTS

- ♦ Strong computer skills, including experience with MS Word, Excel, and databases.

DESIRABLE QUALIFICATIONS

- ♦ Experience in monitoring contracts
- ♦ Strong analytical and technical skills.
- ♦ Strong written and oral communication skills.
- ♦ Strong organizational and time management skills.
- ♦ Ability to work on multiple projects and meet deadlines.
- ♦ Ability to work with a wide variety of people, including representatives of health plans, counties, other state departments and other divisions within MRMIB.
- ♦ Experience in policy analysis and/or program evaluation.
- ♦ Ability to coordinate the work of staff or others.
- ♦ An interest in improving health care access and quality in public programs.
- ♦ Experience in supervising and directing the work of others.

OTHER EXPECTATIONS

- ♦ Demonstrates commitment to performing duties in a service-oriented manner
- ♦ Demonstrates commitment to maintain a work environment free from discrimination and sexual harassment
- ♦ Maintains good work habits and adheres to all policies and procedures
- ♦ Demonstrates the ability to function as part of a team, work on multiple assignments and meet critical deadlines
- ♦ Acts as liaison with other state agencies, including the Department of Health Care Services and the Department of Managed Health Care

Who May Apply:

Individuals at the Staff Services Manager I level or who have list or reinstatement eligibility to the classification may apply. Only the most qualified candidates will be interviewed. Hire may be restricted to SROA or surplus state employees. Interested parties should submit a Std. 678, State Application (available at www.spb.ca.gov). In Section 12 of the application enter **Job ID# J09-006 and Position # 443-300-4800-002 and the basis for appointment eligibility. Send to:**

**Managed Risk Medical Insurance Board
1000 G Street, Suite 450
Sacramento, CA 95814
Attn: Robin Conover – Personnel**

Applications must be RECEIVED in the Personnel Office by 5:00 p.m. on the Final Filing Date: September 2, 2009.

If you have questions regarding this information, please contact Robin Conover at (916) 445-3940.

Equal Employment Opportunity Employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.